

LIQUOR DISTRIBUTION SPECIALIST ROLE

Role Summary

The Liquor Distribution Specialist Role consists of four grade levels (12-15). Incumbents are involved with the operation of liquor distribution for the State of Montana; ensuring compliance of agency contracts; monitoring purchases; and maintaining liquor inventory. Work ranges from maintaining product specifications in inventory systems for shipping, pricing, and coding of product to assisting the legal staff as a technical expert in liquor disputes. Primary contacts are with legal staff; Financial Management Bureau staff; internal/external customers; liquor vendors, brokers, and representatives; and liquor stores.

Working Conditions

Considerable stress due to deadlines and answering questions regarding product knowledge. Situations encountered may be high pressure, confrontational, and verbally combative. Considerable time is spent on the phone and at a computer terminal.

Education and Experience

- Grade 12: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school, post-secondary accounting courses, and one year of experience including working with inventory, vendors, and maintaining product specifications. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 13: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in accounting and two years of experience in management/merchandising including researching product lines and sales trend analysis procedures. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 14: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in accounting and three years of experience in management/merchandising including experience in liquor statutes, bailment, purchasing, and contracts. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 15: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in accounting; four years of experience in management/merchandising including experience with liquor statutes, bailment, purchasing, and contracts and assisting with liquor-related legal matters. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives.

Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.

- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 12

Predominant/Essential Duties

- Perform perpetual inventory maintenance.
- Maintain product specifications in inventory systems for shipping, pricing, and coding of products.
- Order regular list products based on demand and statutory guidelines.
- Approve and submit payment invoices for product purchases to accounting.
- Remit transaction reports to vendors, brokers, and representatives.
- Proof and track customer requests through to completion.
- Act as liaison and maintain relationships between internal/external customers.
- Maintain product knowledge and awareness of liquor trends.

Grade 13

Predominant/Essential Duties

- Primary contact for vendors regarding liquor products and providing advice in the methodology of registration, reporting, and licensing requirements.
- Perform perpetual inventory maintenance.
- Maintain product specifications in inventory systems for shipping, pricing, and coding of products.

- Develop quarterly price lists for use in publishing the price book.
- Order regular list products based on demand and statutory guidelines.
- Research and process special orders and maintain special order inventory levels as determined by the listing committee.
- Approve and submit payment invoices for product purchases to accounting.
- Proof and track customer requests through to completion.
- Act as liaison and maintain relationships between internal/external customers.
- Verify and/or issue adjustments.
- Maintain product knowledge and awareness of liquor trends.
- Develop and ensure consistent and fair application of liquor policies and procedures.

Grade 14

Predominant/Essential Duties

- Primary contact for vendors regarding liquor products and provide advice in the methodology of registration, reporting, and licensing requirements.
- Develop quarterly price lists for use in publishing the price book.
- Research and process special orders and maintain special order inventory levels as determined by the listing committee.
- Maintain shipping calendars and/or coordinate daily liquor orders.
- Act as liaison and maintain relationships between internal/external customers.
- Maintain Information For Bid (IFB) and Request For Proposal (RFP) process.
- Verify and/or issue accounts receivable or payable adjustments.
- Assist the legal staff as technical expert in matters of liquor disputes.
- Maintain product knowledge and awareness of liquor trends.
- Develop and provide workshops on existing liquor statutes, policies, procedures, and contracts.
- Develop audit guidelines and ensure consistent and fair application of liquor policies and procedures.
- Ensure contract compliance of agency stores and mandate contract enforcement.

Grade 15

Predominant/Essential Duties

- Primary contact for vendors regarding liquor products and provide advice in the methodology of registration, reporting, and licensing requirements.
- Act as liaison and maintain relations between internal/external customers.
- Maintain Information For Bid (IFB) and Request For Proposal (RFP) process.
- Assist the legal staff as technical expert in matters of liquor disputes.
- Act as a resource for management regarding existing liquor statutes, regulations, or trends.
- Research, develop, and implement special liquor projects identified by management.
- Develop and provide workshops on existing liquor statutes, policies, procedures, and contracts.
- Develop and ensure consistent and fair application of liquor policies and procedures.
- Ensure contract compliance of agency stores and mandate contract enforcement.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart - Liquor Distribution Specialist Role

Competencies	Grade 12 Under Guidance	Grade 13 Minimal Guidance	Grade 14 Independently	Grade 15 Independently
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	B	B	C	C
Demonstrated ability to think creatively and recommend innovative solutions.	B	B	C	C
Demonstrated and maintained knowledge of liquor products and the liquor inventory system to meet the demands of the liquor distribution process.	A	B	C	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B	B	C	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	A	B	C	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	A	B	C	C
Demonstrated knowledge of contract requirements.	A	A	B	C
Demonstrated knowledge of licensing and registration requirements.	A	B	B	B
Demonstrated analytical skills relative to the role.	A	B	C	C
Demonstrated skill and ability to work on multiple tasks.	A	B	C	C
Demonstrated research skill relative to the role.	A	B	C	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with the performance of elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with the performance of intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with the performance of advanced-level tasks and assignments

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.